

AMENDMENTS TO THE SPECIFICATION:

Please amend the paragraph on page 22, beginning on line 5, as follows:

Step 1) is similar to identifying the state in a classic workflow engine. The process of situation identification is, however, more powerful than simple state-transition models because it takes into consideration that the flow is interrupted after a situation is dealt with. Even if the situation prescribes the transition into a follow-up situation, as states do when the transition into a new state is made, the new situation does not occur unconditionally. It also is not deterministic when the following follow-up situation occurs. Often it depends on when and what feedback the user provides. Interaction flow model 14a (see Figure 4B) may specify the usage of another model, e.g., a rule base, to evaluate what situation most appropriately reflects the real world situation.